

DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT

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**RFO for the
Weatherization Automation Project
RFO #019-160-003**

The Department of Community Services and Development (CSD) is soliciting a Request for Offer to obtain a team of consultants to document system requirements for its various weatherization programs as well as explore all viable alternatives, e.g., to build, buy or modify an existing system to fulfill these system requirements.

BACKGROUND AND PURPOSE:

CSD is the State-level partner with a statewide network of local community services providers (public and private, non-profit organizations) dedicated to assisting low-income Californians in achieving self-sufficiency.

CSD administers California's share of the following federal programs:

- U.S. Department of Health & Human Services Community Services Block Grant (CSBG) Program
- U.S. Department of Health & Human Services Community Food and Nutrition Program (CNP)
- U.S. Department of Health & Human Services Low-Income Home Energy Program (LIHEAP)
- U.S. Department of Energy (DOE) Weatherization Assistance Program (WAP)
- U.S. Department of Housing and Urban Development (HUD), Lead Based Paint Hazard Control Program

CSD also administers the State funded Naturalization Assistance Program and provides eligibility verification and program certification for Reduced Rate Programs (RRP) that are offered by utility companies (i.e., California Alternative Rate for Energy).

CSD has a variety of systems and computer programs to support the CSBG and LIHEAP programs. However, CSD does not have an automated system to facilitate data capture and federal/state reporting to support the various weatherization programs.

The purpose of this RFO is to hire a team of consultants for the Weatherization Automation Project (WAP) to develop the system requirements for an automated Weatherization System to support the following programs:

- LIHEAP's Weatherization Program
- DOE's Weatherization Assistance Program
- LIHEAP's Energy Crisis Intervention Program (ECIP) and the Assurance 16 Program

STATEMENT OF WORK

Contractor Tasks and Responsibilities

The vendor's team must conduct an extensive requirements analysis that will facilitate the design, construction and implementation of an automated Weatherization System. To ascertain the system requirements the vendor must solicit input from CSD executive, program, administrative and IT technical staff as well as CSD clients' staff (public and private agencies, non-profit organizations). The Requirements Phase will be considered as Phase I of the WAP. Subsequent to the preliminary interviews of staff, the vendor must present a draft format of the Requirements Report for CSD's approval.

The vendor must also conduct an environmental scan of automated systems that are available elsewhere in the public and private sectors. For example, one of CSD's client agencies has developed an automated system called ServTraq, which may meet some of the requirements of the WAP. Further, other states may have developed automated systems, which may meet some or all of the requirements of the WAP. The vendor must survey other states to identify automated systems that may be viable alternatives to the traditional system development approach. The vendor must develop an Alternative Comparison Report that describes each system including the pros and cons of each system and an Alternative Comparison Spreadsheet to present a comparative analysis of one system to another, which shall include a comparison of costs. A draft of format to be used for the Alternative Comparison Report and Spreadsheet must be developed and approved by CSD prior to the compilation of the comparison data.

Deliverables

During Phase I of the consultancy, the following products must be presented to CSD for approval:

- ❖ Draft format of Requirements Report.
- ❖ Draft format of systems evaluation criteria and the Alternative Comparison Report
- ❖ Draft format of Alternative Comparison Spreadsheet.

At the conclusion of Phase I of the consultancy, the final products must include:

- ❖ Detailed data and functional requirements in use case format..
- ❖ Comparisons to viable alternatives to the traditional system development approach, e.g., 1) buying the solution, 2) buying and modifying an existing

solution, or 3) reverse engineering an existing solution and adding enhancements to this solution versus full-blown design and construction phases.

- ❖ A complete inventory of data systems used by other states along with a comparison of these systems to the newly developed detailed requirements specifications.
- ❖ An estimated cost for each viable alternative.
- ❖ The fixed price the vendor would charge to design, build, document, and implement a new system at CSD. This deliverable must provide pricing and timelines for each of the future phases listed below:
 - Phase II – Design Phase which will include detailed design specifications, including a prototype to demonstrate the functionality of the system.
 - Phase III - Build and Document Phase which will include detailed documentation of the system as well as technical IT manuals. The final product for this phase will include an online user manual for CSD staff as well as an online user manual for CSD clients' staff.
 - Phase IV - Implementation Phase which will include technical training for IT staff and user training for CSD program staff and CSD's clients' staff.

Acceptance Criteria

Acceptance criteria shall consist of the following:

1. The Requirements Report must be presented in the format approved by CSD and shall be in sufficient depth, detail and clarity that any vendor can commence the design of the system without further CSD and client staff interviews to ascertain data and system requirements.
2. The Alternative Comparison Report regarding viable alternatives and the Alternative Comparison Spreadsheet must sufficiently describe any system that should be considered by CSD, compare existing data and system requirements, and identify data and system requirements that are missing or inadequate to meet CSD's needs. For example, an existing system may contain a data field required by CSD but the system is not programmed to provide validation of the data keyed into this data field.
3. The final report must provide sufficient information regarding cost and price comparison to allow CSD to perform an economic analysis to determine the most cost effective solution.
4. Each deliverable must be accepted in writing by CSD before any payment is made. If a deliverable is considered incomplete or not acceptable by CSD, CSD shall provide the vendor reason(s) in writing as well as information about how the deliverable can be revised to gain CSD acceptance.

Other Reporting Requirements

The vendor shall provide biweekly progress reports to ensure that the requirements analysis and alternative comparison work is completed timely. Any adjustments to the timelines or any problems that should be brought to CSD's attention shall be identified in these progress reports along with alternatives to solving any slippage of timelines or resolutions of problems.

State Responsibilities

CSD shall provide access to all business and technical documents as well as subject matter experts (SMEs), e.g., appropriate CSD staff and CSD client staff as may be necessary for the vendor to complete the tasks identified under this agreement. CSD will provide information regarding any automated system of which it is aware. However, the vendor shall be responsible for conducting the environmental scan of the public and private sectors, non-profit organizations and other states.

Travel

The vendor will not be reimbursed for travel to and from CSD's headquarters. CSD will coordinate meetings with SMEs and the vendor. Any travel to meetings outside the Sacramento area to meet with CSD's client staff shall be identified in advance, approved by CSD in advance and subsequent to CSD's pre-approval shall be reimbursed at the published State rates. Because travel costs will be stringently controlled by CSD and cannot be predicted at this time, these costs should not be included as part of the vendor's costs.

MINIMUM QUALIFICATIONS FOR VENDOR PERSONNEL

At a minimum the project team shall consist of a Team Leader, who shall act as the Project Manager as well as actively participate in preparing the requirements report, the viable alternatives report and the comparison spreadsheet; and two (2) systems analysts at the associate level. The team leader shall have a minimum of five (5) years experience, at least two (2) years of which were in requirements analysis and two (2) years of which were in project management. Each systems analyst shall have a minimum of three (3) years of functional requirements analysis experience and two (2) years experience creating use case documentation.

KEY DATES

| | |
|--------------------------------------|--------------------|
| Release of RFO | 10/26/05 |
| RFO Response Submission Due Date | 11/14/05 @ 3:00 PM |
| Contractor Interviews (if requested) | 11/22/05 |
| Proposed Award Date | 11/29/05 |

RFO RESPONSE GUIDELINES

This RFO and the vendor's response to this document will be made a part of the purchase order documents and CSD's contract file.

Responses to this RFO must contain all data/information requested and must conform to the format described in this section. It is the vendor's responsibility to provide all required data and any other information deemed necessary for the CSD's evaluation team to determine and verify

the vendor's ability to perform the tasks and activities defined in the vendor's Statement of Work. The vendor must submit at least three (3) copies of the RFO response to CSD.

RFO Response Content

The following documents must be submitted in the RFO response:

Scope of Work – The vendor must submit a response that maps each task or deliverable item back to the Statement of Work, previously described in this RFO. Each page submitted by the vendor must reference the name of this project along with the RFO number.

1. Describe how the vendor will perform each of the tasks identified in the Statement of Work.
2. Provide a work plan for each task, including a description of subtasks.
3. Provide any additional CSD/Vendor responsibilities that the vendor believes must be delineated in the Statement of Work.
4. Provide assumptions used to develop the response to this RFO.
5. Provide outlines and/or samples (from other completed projects) to be produced as deliverables associated with the tasks in the Statement of Work.

Personnel and Qualifications – The vendor must provide the following information regarding the personnel to be assigned to the project: 1) provide an organization chart displaying the staff of the organization and an organization chart that highlights those staff that will be a part of the project team; and 2) provide resumes for each staff person who will be assigned to the project team. Resumes shall detail his/her experience and highlight similar projects to the one described in this RFO.

References – Vendor must provide a description of the vendor's experience on at least three directly related or similar projects currently in progress or completed within the last five (5) years, which are similar in scope. Vendor shall complete the form provided in Attachment A regarding each of the three projects. Please be sure that the telephone, FAX numbers and email addresses are current as references will be contacted.

Subcontractors

If subcontractors will perform some of the tasks and/or provide some of deliverables outlined in this RFO, these subcontractors must meet the qualifications delineated above and provide all of the information required in the *Response Guidelines* section, in a separate detailed response that will be referred to and incorporated in the prime vendor's response. The prime vendor must provide the firm name, contact person, address including city/state/zip and a phone, fax number and email address on the cover sheet to the subcontractor attachment.

Price

The vendor shall provide a fixed price bid in response to this RFO. As part of the fixed price bid, the vendor shall provide the following documentation:

1. Staff hours by classification;
2. Hourly rate per classification by task(s) and deliverable(s);
3. Total cost per task/deliverable that maps to the vendor's Statement of Work.

The vendor shall present the information in the format provided in Attachment B.

Administration Requirements

If the vendor is selected to perform the work outlined in this RFO, the vendor must provide the following:

1. Copies of documents to validate the vendor's CMAS or MSA, and Small Business Enterprise and/or Disabled Veterans Business Enterprise eligibility.
2. Professional Errors and Omissions Insurance
3. Liability Insurance in the amount of \$1M.

PRESENTATIONS/INTERVIEWS

CSD may request a presentation/interview from the top scoring vendors (2-3). If required, please refer to the *Key Dates* section. NOTE: If a presentation/interview is scheduled, key project staff identified in the vendor's proposal (highlighted in its organization chart) must attend the presentation/interview. Vendors are apprised that the date identified in the *Key Dates* section for the potential presentation/interview should be held open to ensure attendance at the presentation/interview. All presentations/interviews will be held at CSD on the date specified in the *Key Dates* section..

EVALUATION PROCESS

CSD will use the "best value" method to determine the final selection of the vendor. At the time RFO responses are reviewed, each response first will be checked for the presence or absence of the information required in the *RFO Response Guidelines* section. If information is absent, CSD reserves the right to reject a vendor's offer.

Second, CSD will evaluate each response to determine whether CSD believes the vendor's response adequately addresses CSD's *Statement of Work*.

CSD's evaluation criteria and point system are as follows:

| Criteria | Information to be Considered | Possible Points |
|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| Quality of Proposal | Vendor's Statement of Work is comprehensive, complete and addresses CSD's needs. All items listed in the <i>RFO Response Content</i> section has been presented. | 30 |
| Qualifications of Personnel | Vendor presents all information listed in the <i>RFO Response Content</i> section. Staff meets or exceed CSD requirements. Staff project experiences are similar to the WAP | 30 |
| References | Vendor's references are for projects that are similar to the WAP. References provide comments which indicate that vendor can perform effectively to provide a quality work product and efficiently to complete the WAP on time. | 30 |
| Price | Vendor has presented a fixed price | 10 |

A total of 100 points are possible for all vendors. Preference will be given to certified small business enterprises and disabled veteran business enterprises, if the vendor's proposal is considered responsive. To be considered responsive, each vendor must achieve a score of 80 points.

RESPONSE/CONTACT PERSON

Submit your proposal to:
Name: Mr. Ray Anthony, Jr.
Department of Community Services and Development
700 North 10th Street, Suite 258
Sacramento, CA 95814-0336
Email: ranthony@csd.ca.gov
Telephone/FAX: 916-341-4253.

QUESTIONS

If you require additional detail about this RFO, please email your questions to elee@csde.ca.gov.

PROJECT REFERENCES

| | |
|---------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Contract No.: | Prime/Sub-Contractor Status: |
| Total Contract/Project Dollar Value: | Period of Performance: |
| Client Contract Contact: Name: Title: Name of organization: Address: Telephone #: FAX #: Email address: | Client Technical Contact: Name: Title: Name of organization: Address: Telephone #: FAX #: Email address: |
| Description of project/relevance: | |
| Description of problems/cost overruns for this project: | |

Attachment B

SCOPE OF WORK/COST WORKSHEET

| DIRECT LABOR | HOURS | RATE | TOTAL | TASK | DELIVERABLES |
|-----------------------------|-------|------|-------|------|--------------|
| Project Manager | | | | | |
| Systems Analyst | | | | | |
| Systems Analyst | | | | | |
| Subtotal | | | | | |
| Subcontractor Costs | | | | | |
| Subtotal | | | | | |
| Direct Costs (Except Labor) | | | | | |
| TOTAL COSTS | | | | | |
| | | | | | |